



Water Conservation Frequently Asked Questions

Q: What days am I allowed to water?

Outdoor irrigation is limited to two days a week: **Tuesday**, and **Saturday**. All outdoor watering is only allowed before 9 a.m. and after 6 p.m. Watering cycles must be limited to 10 minutes.

Q: What days am I allowed to water by hand?

Watering by hand is allowed every day before 9 a.m. and after 6 p.m. A hose fitted with a self-closing automatic shutoff nozzle is required.

Q: What other uses of water does Arcadia's Water Conservation Ordinance prohibit?

The Water Conservation Ordinance additionally prohibits the following:

- **No** hose washing sidewalks, walkways, waterways, driveways or parking areas
- **No** hose washing motor vehicles, unless the hose is fitted with a shut-off nozzle or other device which causes hose to cease dispensing water immediately when not in use
- **No** using water to clean, maintain or fill decorative fountains unless using a recirculating system
- **No** watering/irrigating lawn, landscape or turf areas between the hours of 9 a.m. and 6 p.m.
- **No** watering/irrigating lawn, landscape or turf areas in a wasteful manner (For example: using water in a manner which causes runoff)
- **No** permitting water to leak from any facility on the premises
- **No** watering/irrigating within 48 hours of measurable rainfall
- **No** restaurant, hotel, café, cafeteria, bar or other public place where food or beverages are served or offered for sale shall serve drinking water to any customer unless requested by the customer
- **No** hotel or motel shall launder towels and linens of an occupied guestroom on a daily basis, unless expressly requested by the guest.

Q: Why does Arcadia have to cut usage by 36%?

The State Water Resources Control Board assigns each of the 411 urban water suppliers in the State to a tier of water reduction based upon three months of summer residential per capita usage from July to September 2014. The tiers range from 8% to 36% reductions. Arcadia's high residential per capita usage put the City into Tier 9, meaning we need to reduce by 36%.



Q: Is the 36% an individual target or to be reached as a City?

The 36% reduction is a community effort. We ask that you conserve as much as you can and encourage others to do the same. Businesses within the City limits are also required to conserve. We're all in this together!

Q: What is the City doing on its landscape to cut water usage?

The City is also conserving water. Currently, we have achieved almost a 60% reduction. As you may notice, the street medians and non-essential turf areas have gone brown as the City has stopped watering them. The City is also looking into replacing turf with native and/or drought-tolerant landscaping along street medians and at city facilities. However, as a community we have only achieved a citywide reduction rate of 29%.

Q: How do I calculate what my water use limit will be and how much I am using?

Review your water bills to determine your water use. Your water usage is measured in hundred cubic feet (HCF). 1 HCF equals 748 gallons. Your water reduction requirements will compare your current water usage to usage in year 2013. The City is also in the process of implementing WaterSmart software, a free, interactive, online tool for residential water customers to track their water use.

Q: If I have already been conserving, how can I cut 36% more?

We applaud you for your water conservation efforts. The City as a whole must reduce its water consumption by 36%. For more ideas on how to conserve and save money please visit our website: www.ArcadiaCA.gov.

Q: Is the City really checking to see if the residents are cutting 36% of usage?

Yes, the City is actively monitoring our water production to determine compliance with the state Executive Order. As the drought continues, the City will evaluate whether or not we will implement Phases 2 or beyond of the City's Water Conservation Plan. Phases 2-8 will require water customers to reduce water use by 10% or more calculated from a base period. Any water use in excess of this amount will be penalized with a surcharge of two times the current water rate.

Q: How does the City of Arcadia enforce the ordinance?

The City uses a three-step process to enforce the ordinance. Water customers will receive a First Notice giving five (5) working days to correct the violation. If the violation is not corrected, the water customer will then be sent a Notice of Violation providing three (3) additional working days to correct the problem. Lastly, should the violation continue after the three days, a referral will be made to Code Enforcement to issue an administrative fine of up to \$500.



Q: How long will these watering restrictions last?

These watering restrictions will be in place until the City Council chooses to rescind the restrictions.

Q: How do I report water misuse? What happens after I place the call and report the misuse? Will an officer show up?

If you notice excess water in the streets, or broken sprinklers wasting water, please report these occurrences by calling the City of Arcadia Public Works Services Department at (626) 256-6554. City staff will follow up with the location you have described by verifying the report and following our three-step enforcement process to correct the infraction.

To report wasteful watering anonymously please call the City's Water Conservation hotline at (626) 574-3000. Please provide the address and a brief description of the situation so Public Works Services staff can investigate and take the appropriate action.

Q: Where can I get more information on the City's water restrictions and water conservation?

More information can be found at www.ArcadiaCA.gov or by calling Public Works Services Department at (626) 256-6554.

Q: Are rebates available?

Yes, residential and commercial rebates are available through www.socalwatersmart.com.

Q: My sprinkler system doesn't allow me to change to the Tuesday and Saturday watering schedule? What do I do?

Consider switching to a weather-based irrigation controller which can be programmed and will automatically adjust to weather conditions. Rebates are available here: <http://socalwatersmart.com/qualifyingproducts/wbics>

Q: I have a large vegetable/fruit garden in the backyard – I have to water them every day or they will die.

You can hand water your garden using a hose with a shut-off nozzle any day of the week during the permitted hours, before 9 a.m. or after 6 p.m.

Q: How should I clean the peacock excrement?

The City suggests you use a paper towel to pick up the excrement. If this is not possible, use a bucket of water and sponge to wash off the stain and direct the wastewater into a landscaped area. No hose!



Q: Can I drain my pool onto the driveway if it can't be channeled into landscape?

The City encourages you to use the pool water to water your landscape areas as much as possible. Before you discharge your pool water to City streets, make sure that the pool discharge is dechlorinated and debrominated.

If the pool or spa water has high chlorine content, uncover it and allow the chlorine to dissipate before using the water for irrigating the landscape. Or, chemically remove the chlorine by adding sodium thiosulfate or sodium sulfite to the water.

Q: Can I water my outdoor landscape using indoor water? Can I do this any day or only on Tuesdays and Saturdays?

Yes, you could use your indoor water to water your plants and trees on any day but you must water before 9 a.m. or after 6 p.m.

Q: I am interested in installing a grey water system. How can I learn more about the process?

Residents interested in installing a grey water system should contact the Building Services Division at (626) 574-5416 for more information and a list of system requirements.

Q: How will the City know if I'm conserving outdoors if I only have one meter that accounts for indoor use, also?

Generally, outdoor water use accounts for 50-70% of the total water consumption for a residential home. An average person consumes 65 gallons per day for indoor use.

Q: I have sprinklers installed on the front lawn (but not on the parkway) I water the front yard and over shoot to water the parkway but it will wet the sidewalk. I refuse to install sprinklers on the parkway

The City prohibits the watering of hard-paved surfaces. Adjust your sprinklers to water only the lawn. You can hand-water the parkway with a hose fitted with a shut-off nozzle. You may want to install sprinklers on the parkway or consider turf replacement.

Q: I want to wash my car on the driveway – can I wash it any day (not just Tuesdays and Saturdays). I do have an automatic shut off nozzle.

As long as your hose is fitted with a shut-off nozzle you are permitted to wash your car. To conserve even more water, the City suggests you take your vehicle to a commercial car wash where water is recycled, or use a sponge and bucket instead.



Q: Where can I get more information on the types of native and/or drought tolerant landscape plants?

Below are some useful links that have information about drought tolerant landscaping. The Arboretum is also offering many water-wise landscaping classes. See their website for event details.

http://file.lacounty.gov/green/cms1_188635.pdf

www.bewaterwise.com/knowledge01.html

www.theodorepayne.org

www.theplantprofler.com

www.rsabg.org

www.laspilitas.com

www.highcountrygardens.com

Q: What does El Niño mean for the California drought?

According to NOAA experts, the predicted El Niño weather pattern will likely not end California's drought. Although helpful, the four-year statewide rain and snow deficit cannot be erased by one wet year. The City's Water Conservation Ordinance will remain in effect until repealed by the City Council.